A METHOD AND SYSTEM FOR MANAGING SERVICE REQUESTS ACROSS MULTIPLE SYSTEMS

Field of the Invention

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The present invention relates to a method and system to manage the handling of customer service requests and in particular to a method and system for retrieving, sorting and displaying customer service requests generated across multiple service request systems from one central service center.

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Background of the Invention

In many industries in general and service related industries in particular, it is often necessary to response to request from customers for assistance related to a product that the customer has purchased or will purchase. The respond to large volumes of customer service requests usually necessitates the scheduling of an appointment for a service provider to perform a requested service. A typical system implemented to respond to a service request usually involves receiving the request, logging the request into a service request system, sorting the request based on the type of service requested and assigning the request to service technician. The assignment of a technician will usually require the scheduling of a time to perform the requested service. In this process, providing service schedules for large numbers of service requests and relatively large numbers of service providers is typically difficult to accomplish in a cost effective manner. One reason for the lack of cost effectiveness is the difficultly involved in arranging service appointments that provide high utilization of service provider personnel without incurring inordinate scheduling time delays and/or costs.

In some service industries there are additional difficulties in scheduling in that coordination must be made with each customer to, for example, arrange for access to the customer's premises. Such coordination is particularly prevalent in utility and telecommunication industries. It is typical when such coordination is required, that each customer requesting service is given a service time interval within which the customer's requested service is to be addressed and resolved. Thus, a customer is required to be